# Exhibit 9

Infringement Claim Chart for U.S. Pat. No. US7269253B1 v. Booking Holdings
("Defendant")

| Claim 10 | Evidence |
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| 10. A communications method comprising: | The Booking Holdings Customer Service performs a method for communicating in a communication network.<br><br>For Example, Booking Holdings provides an excellent communication system in a variety of ways through call centers and online platforms and chatbots, and other technologies to resolve customer problems and queries.<br><br>• **Provide the best consumer experience.** Offering consumers an outstanding online experience is essential to our success. We focus on providing consumers with: (a) intuitive, easy-to-use online travel and restaurant reservation and search services; (b) a comprehensive selection of accommodations, other travel offerings, restaurants and payment options; (c) informative and useful content, such as pictures, accommodation and restaurant details, reviews, and sustainability information; and (d) excellent customer service. Our goal is to make travel easy, frictionless, and personal and to offer consumers the most value, the most trusted brands, the most personalized experience, and the most extensive, varied, and comprehensive travel service selection in every geography. We believe that our continued work to build out our payments capabilities across the Company helps to remove some of the friction in the booking process and enables us to offer additional value for travelers. Further, we endeavor to provide excellent customer service in a variety of ways, including through call centers and online platforms and the use of chatbots and other technologies, so that consumers can be confident that booking reservations through us will be a positive experience.<br><br>Source: https://s201.q4cdn.com/865305287/files/doc_financials/2021/ar/2021-Annual-Report-booking.pdf |
| (a) receiving a plurality of communications, each having associated classification information; | The Booking Holdings Customer Service receives a plurality of communications, each having associated classification information.<br><br>For Example, Booking Holdings provides excellent customer service that receives a plurality of communications through calls, online platforms and chatbots, and other technologies that are associated with some classification information provided with various options for a positive consumer experience. |

Source:  https://www.agoda.com/info/contact.html?cid=1844104#chat

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| (b) storing information representing characteristics of at least three potential targets; and | The Booking Holdings Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.<br><br>For Example, Booking Holdings provides excellent customer service that comprises systems and an interface storing a plurality of information received through calls, online platforms and chatbots, and other technologies that represent various customer complaints and questions that are addressed by customer support (i.e., potential targets). Booking Holdings employs numerous agents, at least three of whom possess the skill set required by the call. |

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We have computer hardware for operating our services located in hosting facilities around the world. We do not have a comprehensive disaster recovery plan in every geographic region in which we conduct business, and these systems and operations are vulnerable to damage or interruption from human error, computer viruses, floods, fires, power loss, telecommunication failures, and similar events. They are also subject to break-ins, sabotage, intentional acts of vandalism, terrorism, and similar misconduct. In the event of any disruption of service at such facilities or the failure by such facilities to provide our required data communications capacity, we may not be able to switch to back-up systems immediately and it could result in lengthy interruptions or delays in our services. In addition to placing increased burdens on our engineering staff, these outages could create a significant amount of consumer questions and complaints that need to be addressed by customer support. Any system failure that causes an interruption or delay in service could impair our reputation, damage our brands, increase customer service costs, or result in lost business, any of which could have a material adverse effect on our business and results of operations. We have taken and continue to take steps to increase the reliability and redundancy of our systems. These steps are expensive, may reduce our margins, and may not be successful in reducing the frequency or duration of unscheduled downtime.

**Operations and Technology**

Our business is supported by multiple systems and platforms, which were designed with an emphasis on scalability, performance, reliability, redundancy, and security. These systems and platforms are generally independent among our brands, though some have become more connected or shared over time. Our software systems, platforms, and architecture use a variety of widely-used software tools and database systems. We are modernizing our technology by building new applications with modern development tools and application programming interfaces and moving certain systems and data to public cloud infrastructure.

These internal systems and platforms are designed to include open application protocol interfaces that can provide connectivity to vendors in the industries in which we operate. These include large global systems, such as accommodation, flight, and rental car reservation systems, and financial service providers, as well as individual accommodation service providers, such as independent hotels. Our applications utilize digital certificates to help us conduct secure communications and transactions, as appropriate. The systems infrastructure and web and database servers of our worldwide operations are primarily hosted in the United Kingdom, Switzerland, the Netherlands, Germany, Singapore, Hong Kong, and four locations in the United States, each of which provides network connectivity, networking infrastructure, and 24-hour monitoring and engineering support typical of hosted data centers. All data center facilities have a continuous power supply system, generators, redundant servers, and multiple back-up systems. Although we take steps to mitigate the effects of any loss or reduction in service at one of our hosting facilities, if a hosting facility were inaccessible or otherwise experienced a disruption in service for any reason, we could experience a disruption to our services, loss of transactions and revenue, and consumer complaints.

We provide customer service through a mix of in-house call centers and outsourced third-party services.

Source: https://s201.q4cdn.com/865305287/files/doc_financials/2021/ar/2021-Annual-Report-booking.pdf

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| (c) determining, in a combinatorial optimization, an optimum target | The Booking Holdings Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a combinatorial optimization comparing at least three potential targets.

For example, Booking Holdings Customer Service analyses the caller selection to |

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| for each communication based on the communication classification, and target characteristics. | determine one or more skills that an agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system comprises devices and an interface storing a plurality of information received through calls, online platforms and chatbots, and other technologies that represent various customer complaints and questions that are addressed by customer support (i.e., potential targets) through a mix of in-house call centers and outsourced third-party services using designed open application protocol interface (i.e., combinatorial optimization). Booking Holdings employs numerous agents, at least three of whom possess the skill set required by the call. |

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